出國報告（出國類別：其他）

OPEN GOVERNMENT PARTNERSHIP Asia-Pacific Regional Meeting 2018

開放政府夥伴聯盟(OGP)之 2018 亞太區域論壇

服務機關： 國家發展委員會

出國人姓名職稱：國家發展委員會 資管處副處長 莊明芬

出國地區： 韓國首爾

出國期間：107 年 11 月 5 日至 107 年 11 月 6 日

報告日期： 107 年 12 月 19 日

關鍵詞：Open Government Partnership 公民科技、開放政府、open government、公共政策、網路參與、數位治理、

內容摘要：（二百至三百字）

國家發展委員會資管處副處長莊明芬於107年11月5至6日赴韓國首爾參加亞太地區開放政府夥伴聯盟（**Open Government Partnership**，簡稱OGP）大會，於11月6日在「運用審議機制建構人民信任」(Using Deliberation to Build Trust with Citizens-OGP Practice Working Group on Open Dialogue and Deliberation, Public Engagement Projects, and Trust Democracy)場次，分享報告「臺灣公共政策網路參與機制」（Online Participation in Public Policy in Taiwan），以及在「閃電短講」Spotlight on Innovationsg場次，分享行政院開放政府聯絡人協作制度（Participation Officer ;PO Netowrk）。

為期兩天的會議，以促進民主、改善治理及重構信任為主軸與各國OGP會員進行經驗分享與交流。

目　　次

壹、目的 5

貳、過程 7

參、結論與建議 14

肆、附錄 17

Online Participation in Public Policy in Taiwan、開放政府聯絡人協作制度簡報 .17

壹、目的

開放政府夥伴聯盟(OGP)自推動以來秉持一貫精神，致力各國政府的開放及課責，隨著公民科技的進步，社群團體更積極參與對政府公共政策施政效能及透明度之監督。由韓國 OGP 於 11 月 5 - 6 日辦理 2018 年亞太區域論壇，讓各全球 OGP 會員國就目前推動之經驗相互交流，本年以促進民主、改善治理及重構信任為主題，邀請我國分享推動開放政府之成果，本次會議由國家發展委員會資訊管理處副處長莊明芬於 11 月 6 日在「運用審議機制建構人民信任」(Using Deliberation to Build Trust with Citizens-OGP Practice Working Group on Open Dialogue and Deliberation, Public Engagement Projects, and Trust Democracy)場次，報告「臺灣公共政策網路參與機制」（Online Participation in Public Policy in Taiwan），以及在「閃電短講」Spotlight on Innovationsg 場次，分享行政院開放政府聯絡人協作制度（Participation Officer ;PO Netowrk）。希望將臺灣近年推動網路參與的相關成果推廣至國際，藉由促進社群與政府之對話，進而重構對政府與民間之相互信任，共同協力改善政府施政，提出具社會共識之最佳解法，以確保參與式民主及更好的治理模式能為人民帶來更好的生活。

過去幾年我國一直有意願加入 OGP，成為聯盟的參與會員之一，亦有具體行動，但未能獲得 OGP 推動委員會成員國的全力支持，惟我國仍持續參與 OGP 舉辦之相關活動，讓各界瞭解我國在踐行開放政府的努力及成果。

貳、過程

開放政府夥伴聯盟(OGP)以「促進民主」、「改善治理」及「重建信任」為主軸，於107年11月5日6日在首爾舉辦2018年亞太區域會議。韓國身為OGP的指導委員會成員，邀請來自亞太地區20多個國家的開放政府代表，分享開放政府經驗，希望藉由政府、民間社群與國際間之合作夥伴關係，促進各界之對話，以促進參與式民主尋求創新方式解決社會問題，藉由改善治理之方式重振民眾對政府的信任。

- OPEN BY DEFAULT
- POLICY BY THE PEOPLE
- ACCOUNTABILITY FOR RESULTS

本會受邀於11月6日分享近幾年開放政府業務之推動成果，報告「臺灣公共政策網路參與機制」。簡報內容涵括vTaiwan 線上討論平臺與開放政府聯絡人協作制度（PO Netowrk），與OGP會員國分享臺灣如何透由網路及PO協作

制度，促進公民參與重構政府與民眾的信任關係，並以2個實際案例－我國「報稅軟體系統協作經驗」及公共政策網路參與平臺提點子首案「癌症細胞免疫療法」，向與會人員呈現參與平臺的具體成效以及政府如何建構標準作業程序，回應民眾的訴求。演講先從我國活躍的公民科技－臺灣零時政府（g0v）談起，公民利用寫程式、將政府資料視覺化、建立公民參與平臺等來進行公民參與並試圖改造政府提高政府運作效率，以及太陽花學運民眾占領立法院，訴求立法過程必需公開透明，為回應風起雲湧的公民運動，政府與社群共同打造了一個讓民眾和政府在同一個平臺上討論政策的vTaiwan，透由vTaiwan，並適度運用開源軟體工具，民眾經過不斷討論並和不同意見的人進行理性溝通，在互相論證之後找出共識。

圖１：參加OGP大會

圖 2 ：報告「臺灣公共政策網路參與機制」

接著再說明我國公共政策網路參與流程及機制，並探討 PO 協作機制，分享政府與市民攜手共創、共同發想公共政策議題的經驗，在案例介紹部分，特別說明成案「癌症細胞免疫療法」的處理流程，權責機關衛生福利部從瞭解提議者完整訴求，到召開多次利害關係人研商會議，最後進行癌症細胞免疫療法修法公告，乃至於已處理完竣的議題，後續仍觀察其施行成效，再接再厲繼續修法建立管理機制將癌症細胞免疫療法納入常規治療，以加惠更多病患。

在探討 PO 協作機制一節時，輔以「報稅軟體系統協作經驗」的漫畫為例，讓與會者瞭解到，即使在提點子過程中，某些議題附議人數不足未能成案，但如果是立意良善的建議，政府仍會納入考量，積極加以改進，並把提議者找進來一起協作，改善報軟體介面，滿足報稅者的需求，讓報稅軟體變的更好用。PO 制度建立一年多以來，將原本單一部會的能量，串連各部會的 PO 們，將其連結網絡擴大延伸，讓政府可更有效率地處理諸多跨部會的議題，並將溝通的力道內化成為公務人員的職能素養。本次演講將新舊案例共陳，展現出數位平臺以外，背後協作與參與機制的重要性。

隨後，莊副處長亦參加閃電短講，再次單獨論述行政院 PO 協作機制，探討臺灣如何透過跨部會協作，解決施政課題，加速行政創新，同時提升公務人員的職能素養，將溝通的力道展現出來，並 OGP 會員們進行數位治理的實質意見交流。

表 1 ：OPEN GOVERNMENT PARTNERSHIP Asia-Pacific Regional Meeting 2018

Day1 流程表(11 月 5 日)		
Time	Program	Location
8:00~19:00	Registration	Grand Ballroom Foyer (1F)
9:00~15:30	OGP Government Points of Contact Meeting	Invite Only
	Civil Society Day	Invite Only
12:00~13:00	Lunch	Foyer(2F)
16:00~18:00	Opening Ceremony	Grand Ballroom(1F)
18:00~19:00	Welcome Reception	Grand Ballroom(1F) & Orchid(2F)
Day2 流程表(11 月 6 日)		
8:00~19:00	Registration	Grand Ballroom Foyer (1F)
9:00~11:00	Ministerial Roundtable: Building a people powered open Government Movement	Grand Ballroom (1F)
12:30~13:30	Lunch	Foyer (2F)
11:00~18:00	Breakout Sessions	*21 Breakout Sessions will be held in 6 rooms(Orchid, Lilac, Tulip, Cosmos, Violet, Rose) on the 2nd Floor
18:00~19:00	Closing Ceremony	Grand Ballroom (1F)

表 2：Breakout Sessions in Detail

Lilac Room		
Time	Program	Themes
11:00~12:30	Strengthening Governance through Inclusivity: Integration of Leaving No One Behind in the Sustainable Development Agenda	Improving Governance for a Better Life for All

	-Asia Democracy Network –Asia Development Alliance	
12:30~13:30	Lunch	
13:30~15:00	Advancing a feminist Open Government Agenda: Challenges and Opportunities -World Wide Web Foundation’ s Open Data Lab Jakarta	Improving Governance for a Better Life for All
15:00~16:30	Youth-Led Solutions for Open Government: An Intergenerational Dialogue -Restless Development, Accountability Lab, Fundaci ón Multitudes	
16:30~18:00	Diversity Management for Open Government -Ministry of Personnel Management of the Republic of Korea	
Tulip Room		
Time	Program	Themes
11:00~12:30	Stepping Stones to Achieving Innovative Public Service Delivery Commitments in Asia: Health Education, and Water -OGP Support Unit	Renewing Trust through Government Innovation
12:30~13:30	Lunch	
13:30~15:00	OGP 101: Basics and Best practices of the Open Government Partnership -OGP Support Unit	Cross-Cutting issues
15:00~16:30	“Do No Harm” : Promoting Civic Space while Meeting International Transparency Obligations -International Center for Not-for Profit Law	Promoting Participatory Democracy
16:30~18:00	Responsive and Inclusive Local Government -OGP Local	Improving Governance for a Better Lifr for All
Cosmos Room		
Time	Program	Themes
11:00~12:30	Citizen Feedback in Practice: Improving Trust and Driving Better Service -Integrity Action UK	Renewing Trust through Government Innovation

12:30~13:30	Lunch	
13:30~15:00	Using Deliberation to Build Trust with Citizens -OGP Practice Working Group on Open Dialogue and Deliberation, Public Engagement Projects, and Trust Democracy	Promoting Participatory Democracy
15:00~16:30	From Data to Engagement: Placing the Citizens at the heart of Open Contracting -Hivos Southeast Asia and World Wide Web Foundation’ s Open Data Lab Jakarta	Renewing Trust through Government Innovation
16:30~18:00	Back to Basics: How Do We Make Open Government Advocacy Personal? -Affiliated Network for Social Accountability in East Asia and the Pacific	Promoting Participatory Democracy
Violet Room		
Time	Program	Themes
11:00~12:30	#CivicTechAsia: Using Civic Technologies for Governance Innovation -Department of Budget and Management of the Republic of the Philippines	Renewing Trust through Government Innovation
12:30~13:30	Lunch	
13:30~15:00	From Shoddy Construction to Grand Corruption: Renewing Trust through Open Contracting -Open Contracting Partnership	Renewing Trust through Government Innovation
15:00~16:30	Advancing Open Government in Asia through Legal Empowerment -Open Society Justice Initiative	Promoting Participatory Democracy
16:30~18:00	Open Elections and Improving the Quality of Participatory Democracy -Perludem- Association for Election and Democracy	
Orchid Room		
Time	Program	Themes
11:00~12:30	Anti-Corruption Commitments: The building Blocks for Rebuilding Trust -Transparency International	Renewing Trust through

		Government Innovation
12:30~13:30	Lunch	
13:30~15:00	Parliaments as Partners for Open Government Reform -Indonesian Parliamentary Center	Promoting Participatory Democracy
15:00~16:30	Determinants of Trust in Government: Implications from OECD Countries -Korea Development Institute School of Public Policy and Management	Renewing Trust through Government Innovation
16:30~18:00	Government Innovation towards Inclusive Growth: Role of the OECD Network on Open and Innovative Government -OECD and OECD Korea Policy Center	
Rose Room		
Time	Program	Themes
11:00~12:30	-	-
12:30~13:30		
13:30~15:00		
15:00~16:30		
16:30~18:00	Spotlight on Innovations: New Frontiers for Open Government -OGP Support Unit	Cross-Cutting issues

參、結論與建議

臺灣近幾年來的社會創新、公民科技、開放政府經驗在國際上逐漸被認可，與國際友人的交流除了能將臺灣經驗分享到國際舞台上，也讓我們有更多機會接觸到其他國家的開放政府夥伴聯盟之運作、訂定之行動方案等，藉由與OGP會員國之交流，瞭解公民科技團體的努力成果、並能夠深刻地討論各國開放政府的政策與作為，在會議中彼此互相分享、學習，期能在不同文化背景之下討論出適合各國的在地優化解法。

開放政府夥伴關係於2011年9月20日正式啟動，自當時8個創始政府，至今已有79個OGP參與國和20個地方政府做出了超過3,100項承諾，期待讓政府更加開放。欲申請成為OGP之成員，符合資格之參與國需承諾支持開放政府宣言，以維護公開透明的政府原則。開放政府宣言強調承諾政府應提高透明度、打擊腐敗、賦予公民權力並以新科技增進政府之效能與課責。藉由對OGP開放政府宣言之承諾，致力於營造一個賦權於民及開放的文化，以推進開放及參與式民主的政府。

OGP會員之申請可依政府部門或民間團體之不同身份進行申請，政府單位之申請步驟如下圖：

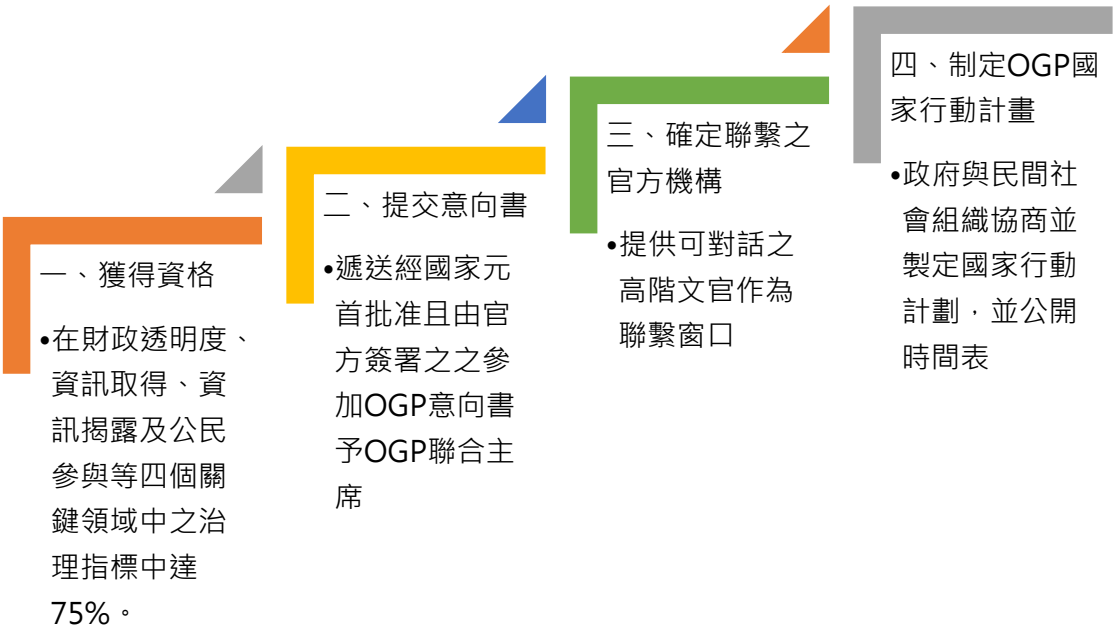


圖 3 ：政府申請成為OGP會員之步驟

我國雖因特殊之國際關係未能加入OGP聯盟，但仍可借鏡OGP聯盟對財政透明度、資訊取得、資訊揭露及公民參與等4個關鍵領域指標之衡量作法，除了可審視我國在公開政府腳步上，與國際進行比較，是否與國際接軌，是否尚有改善空間外，亦可持續讓我國在開放政府之路上與國際合作並相互交流。

有關本次出訪之具體建議事項如下：

一、 善用臺灣社會創新、公民科技、開放政府等經驗，與世界對話，積極參加各國與開放政府及公民科技有關的研討會，持續參加OGP活動，將臺灣近年所累積網路民主之暖實力擴散出去，提升臺灣的能見度。

二、 在現行各類網路參與機制中，持續蒐集公私協作的成功案例，包裝成典

範，發揮巧思，製作相關文宣如漫畫、影音短片等，有利行銷傳播，達到更佳的宣傳效果。

三、 在適當時機可與我國之公民科技社群討論OGP聯盟所制訂之行動方案Action Plan，評估其宗旨與推動做法，是否有我國可借鏡之處，以完善我國開放政府的發展藍圖。

肆、附錄

Online Participation in Public Policy in Taiwan 簡報

The Participation Officers Network 簡報

Online Participation in Public Policy in Taiwan

PDIS
National Development Council

2018/10/30

g0v: civic hackers

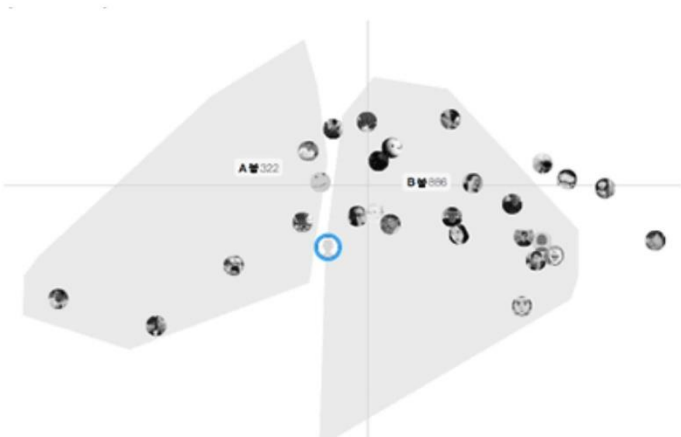
GOV
fork the government

budget.g0v.tw

Sunflower Movement
18th March, 2014

“a platform that allows the entire society to engage in rational discussion.”

vTaiwan



an experiment in
open consultation

2,026	1,578	225,460	403
people voted	people grouped	votes were cast	people submitted statements

How divisive was the conversation?

Consensus statements

Divisive statements

% Agreed | % Disagreed | % Passed | % Didn't vote

	STATEMENT	OVERALL 1578	A 751	B 827
21	The arts are an important component of K-12 education.	44% 5% 9%	54% 1% 4%	34% 8% 13%
64	More choices when it comes to internet. BGMU has been offering service to businesses for a while, they should expand to offer to residents.	38% 1% 9%	42% 0% 7%	34% 2% 11%
82	Traffic flow needs to be improved throughout Bowling Green, especially on Scottsville Road.	38% 1% 9%	39% 1% 9%	36% 1% 8%
83	Impact on traffic flow should be considered with any proposed new developments.	41% 1% 6%	45% 0% 6%	38% 1% 7%

Online Participation in Public Policy

Proposals
Initiated by people and collecting people's wisdom
2015.9.10

Consultation on Policy and Draft Laws & Regulations
2015.2.10
Consulting for opinions before policy promulgation

Participatory Budgeting
2018.2.2

Department Director's Mailbox
2015.2.10
Connecting the mailboxes of all department leaders to reflect opinions

Monitor Projects
2017.3.31
Projects can be supervised by public

Regulations about The Online Participation in Public Policy

Directions for Implementing Online Participation in Public Policy

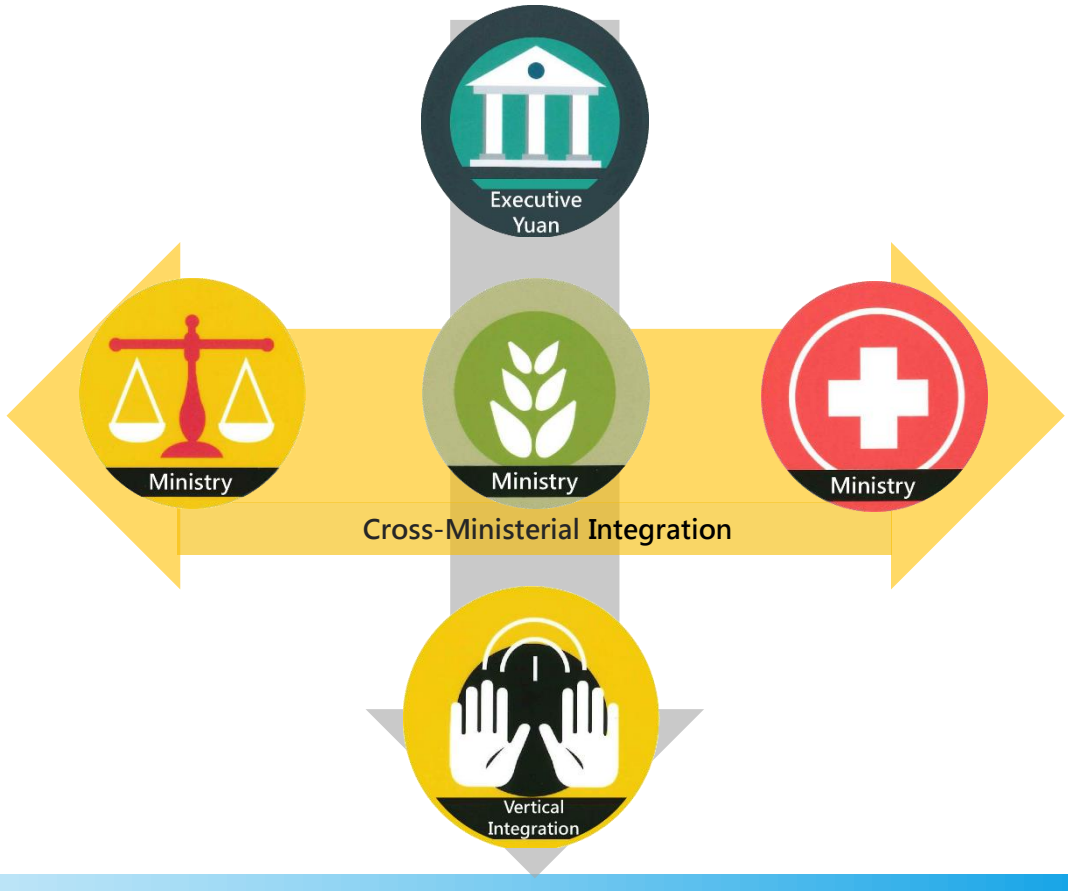
- To provide those possessing citizenship of the State or those holding a certificate of permanent residency in the State with a Public Policy Online Participation Platform

- Through Participation Platform, people offer creative ideas or policy suggestions concerning the State’ s public policy, and form consensus by a process allowing registration of support, and to provide government agencies, when formulating major policies or draft laws & regulations, or when implementing major policies, with a means for open discussion of said policies or laws & regulations, so as to gather opinions from all quarters, in order to unify and amplify capacity for effectual governance.

Regulations about The Online Participation in Public Policy

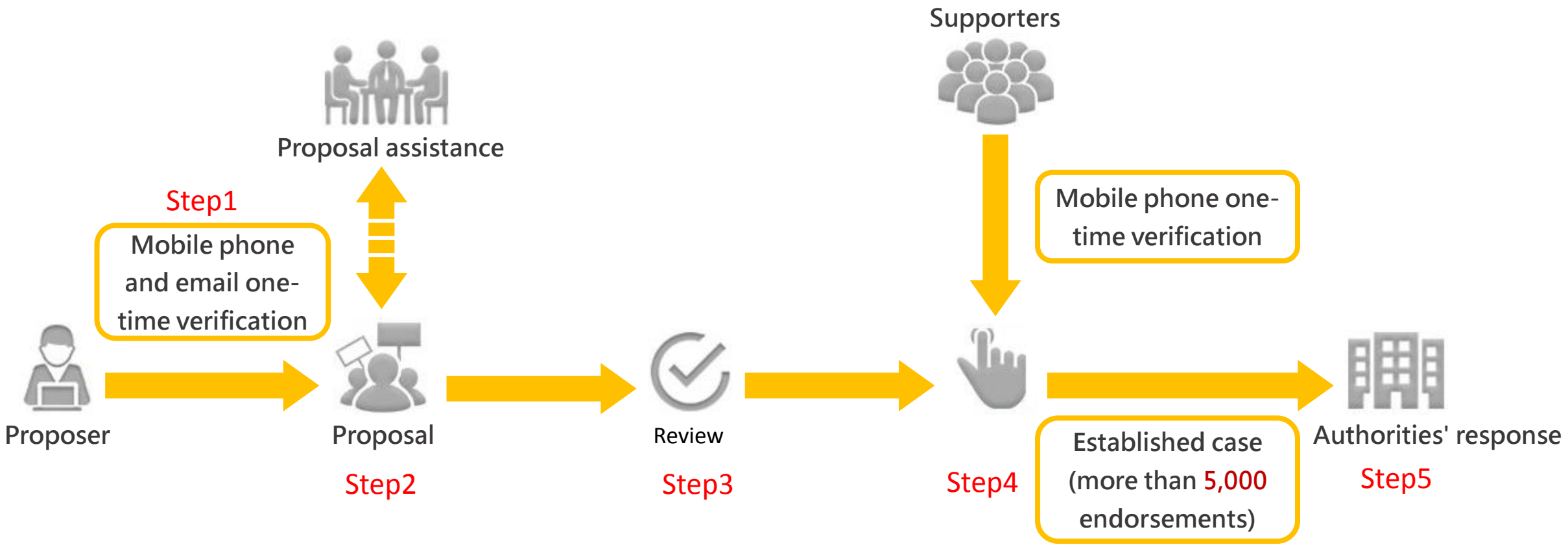
Directions for Implementing the Role of Participation Officers in the Executive Yuan and Subordinate Agencies

In order to standardize the implementation of the open government network mechanism (Participation Officers, PO) by the Executive Yuan and its affiliates, implement the concept of an open government and establish the trusted partnership between the government and society.



Proposals

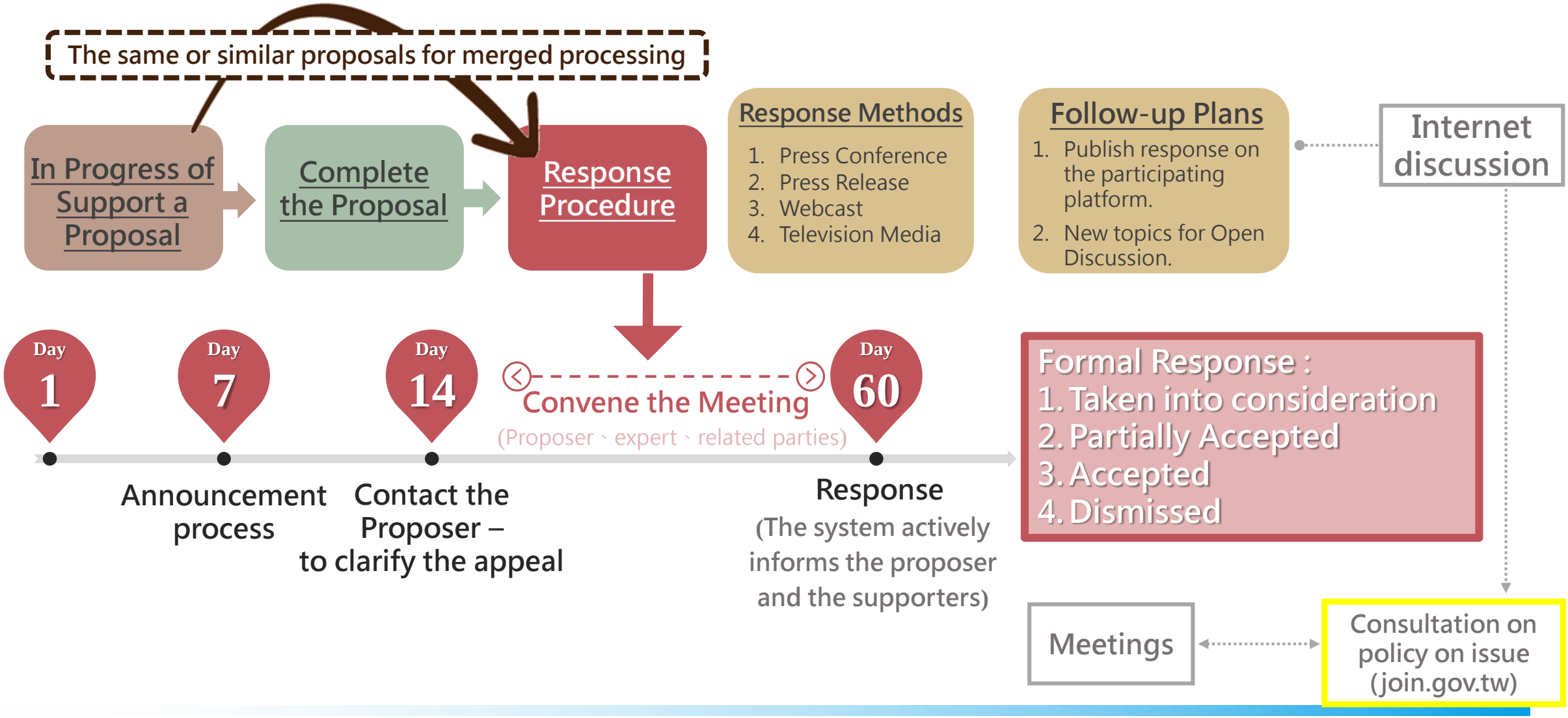
Flowchart for Making Proposals and Registering Support



Procedures of "Proposal"

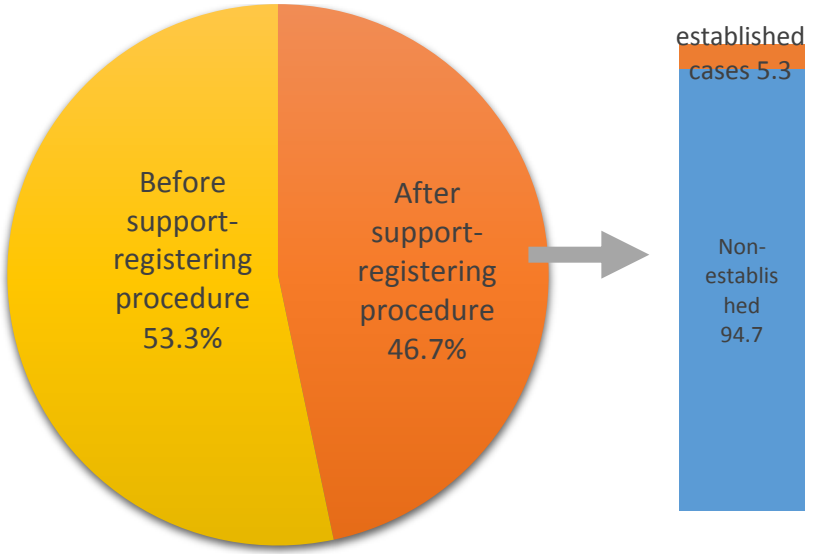
Step1	Step2	Step3	Step4	Step5
Proposer identification	Proposal submission	Review	Registration of support	Authorities' response
A proposer may submit a proposal only after the Participation Platform has conducted a one-time authentication of the phone number and email address provided by the proposer.	1. Range: Topics are limited to affairs and business related the Executive Yuan and its subordinates. 2. The initiator can choose up to three authorities which should be responsible to the petition. 3. A proposer may choose to make use of the "proposal assistance" to help polish the title or content of a proposal.	1. The Participation Platform administrative authority shall conduct the review in accordance with the substance of a proposal, when necessary may invite the responsible authorities to assist the review, and as a rule shall carry out the review procedure within three working days. 2. The designated responsible authorities shall confirm within ten working days.	1. All persons possessing citizenship of the State or holding a certificate of permanent residency in the State may use a variety of accounts for logging onto the Participation Platform, and after a one-time authentication by means of mobile phone number, register support for a proposal. 2. To become established as a case requiring response, a proposal must receive 5,000 registrations of support within 60 days.	1. The responsible authorities of each proposal shall pay heed to opinions from all quarters, and shall assess the feasibility of incorporating the proposal into policy implementation. 2.The responsible authorities shall have a time period of two months for processing and responding to an established proposal. 3. The formal response and explanation may be issued through a press conference, or other means of informing the general public. Information on the response shall also be openly posted on the Participation Platform.

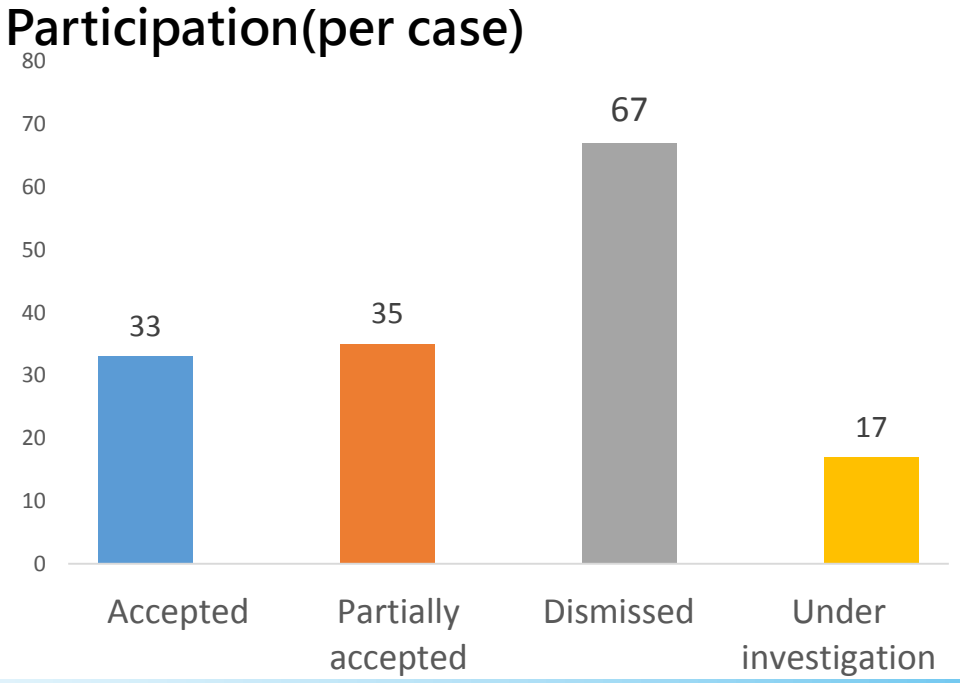
Case Flow


The same or similar proposals for merged processing
In Progress of Support a Proposal
Complete the Proposal
Response Procedure
Response Methods
1. Press Conference
2. Press Release
3. Webcast
4. Television Media
Follow-up Plans
1. Publish response on the participating platform.
2. New topics for Open Discussion.
Internet discussion
Day 1
Day 7
Day 14
Day 60
Convene the Meeting
(Proposer、expert、related parties)
Formal Response :
1. Taken into consideration
2. Partially Accepted
3. Accepted
4. Dismissed
Announcement process
Contact the Proposer – to clarify the appeal
Response
(The system actively informs the proposer and the supporters)
Meetings
Consultation on policy on issue (join.gov.tw)

Case scenario of “Proposal”

- There were 6,295 proposals by the end of September 2018, 2,941 were entered support-registering procedure, and 156 were established cases. The established rate was 5.3%.
- 33 cases had been taken into account, some of them had participated in the study or had been booked with 35 specifications, 67 had not been collected, and 17 were still under investigation.
- The distribution of established cases was based on health and social security (16.0%), education and sport (14.7%), and transportation and infrastructure (12.8%).





Distribution of established cases:

1. Health & Social Security: **25**
2. Education & Sports: **23**
3. Transportation & Infrastructure: **20**

Established Cases

The Act to Amend the Law of Cancer Immune Cell Therapy to the Legislative Yuan by the end of December 2015 and Accelerate the Introduction of New Cancer Drugs

Lady Cup compares tampons to legal online shopping

Prohibition on the use of disposable tableware throughout the country

Modify the "Public Staff Leave Rule," Article 10 to take time off

「The high school students in Taiwan generally lack of sleep at present, and should be delayed the time to attend classes

Formulate the regulations of domestic online game

Established Cases

Introduce the Immune Cell Therapy
2015.9.24

2015.11.23
Establish the MOHW's "Regenerative Medicine and Cell Therapy Development Advisory Council"

2016.4.14
Revise the Article 3-1 of "Regulations on Human Trials"

2018.9.6
Revise the "Regulations Governing the Application of Specific Medical Examination Technique and Medical Device"

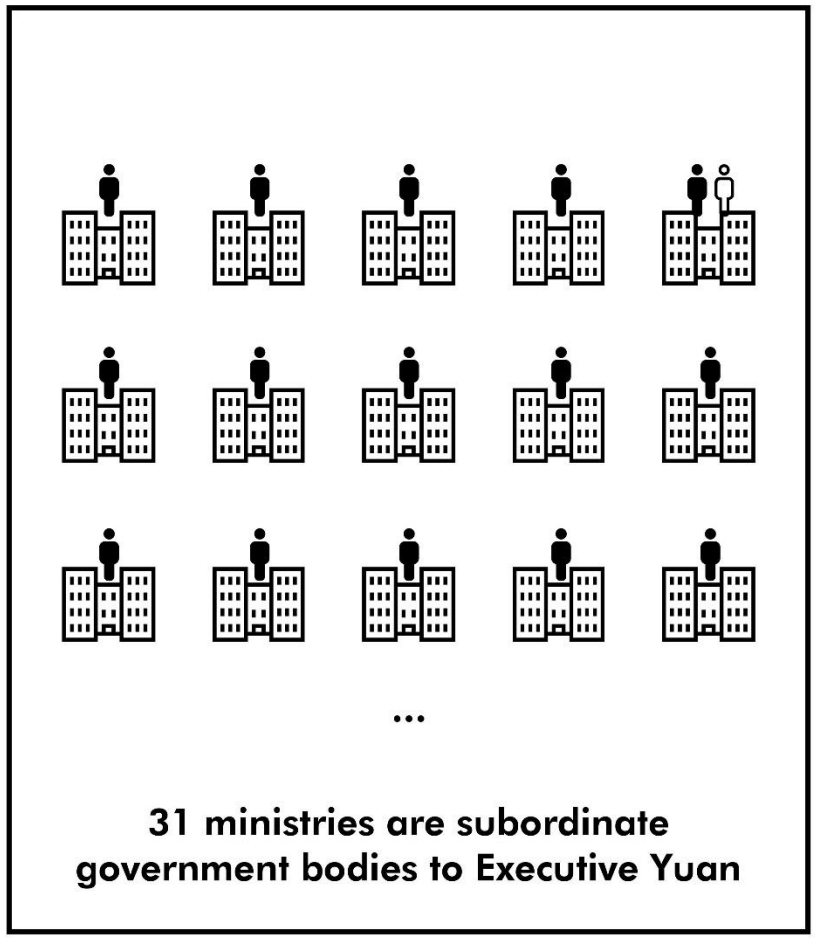
Complementary Measures Of Subsidiary Proposal For Human Cell Therapy Trial :
- ✓ Q&A
- ✓ Application Information Checklist
- ✓ Review Process

Extended issue

2017.11.22
Cancer Adjuvant Therapy Functional Food

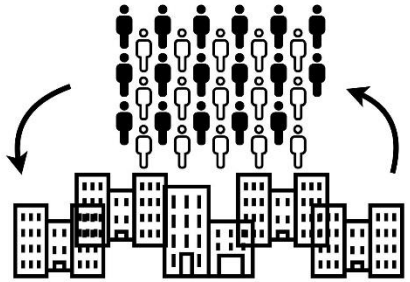
2018.3.7
Include Cancer Immune Cell Therapy in NHI Payments

The PO Network & Workshop



PO are directly and fully authorized by CIO in their ministry

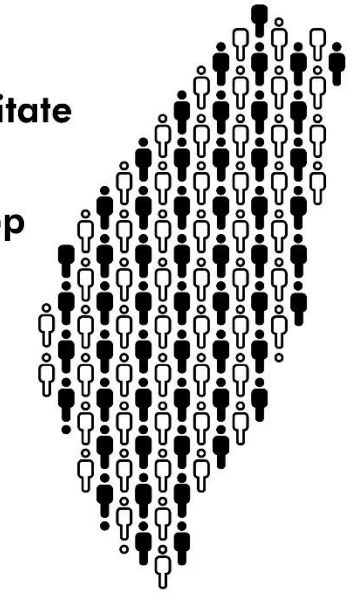
Participation Officers' Network



record, paraphrase, facilitate

collaboration workshop

Taiwanese Citizens



PDIS supports, trains and authorizes the PO network

We would like to make the policy-making process more open, transparent, participative, accountable, and inclusive.

Who should be included in the Multi-stakeholder Collaboration Workshop?

- Service providers.
- Policy makers.
- End users.
- Experts.
- Organisations.
- Companies.

The Participation Officers Network and how they build multi-stakeholder collaboration workshops

「We have an explosively user-hostile tax filing system.」

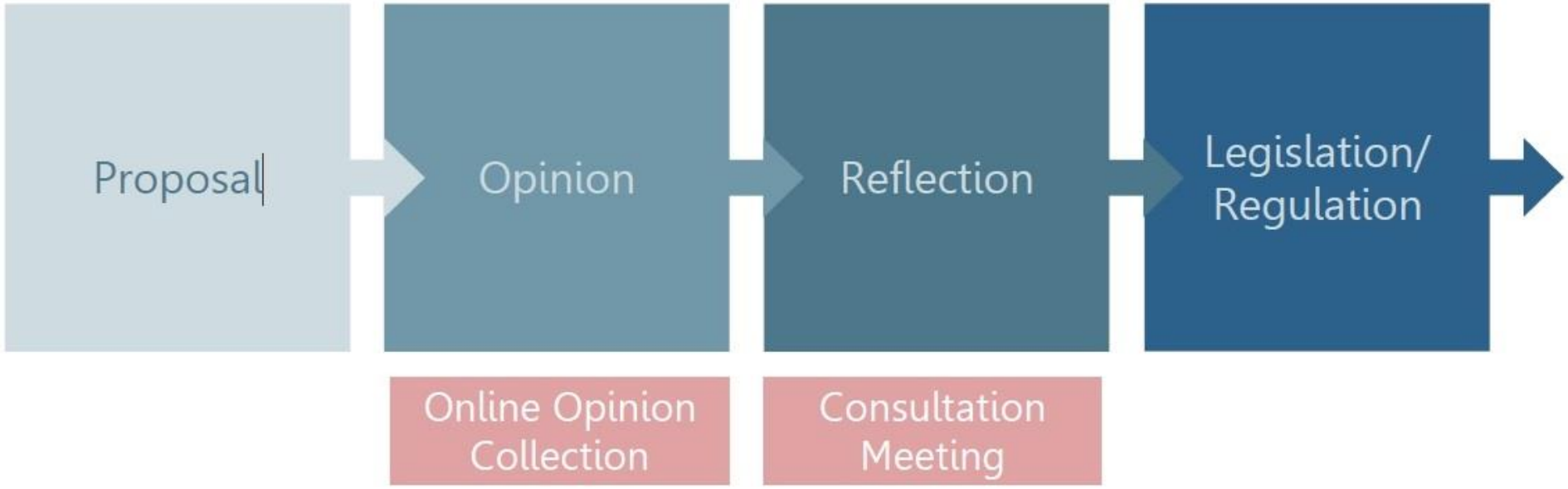
Read more story

Link : https://issuu.com/pdis.tw/docs/po_manga_en_binder

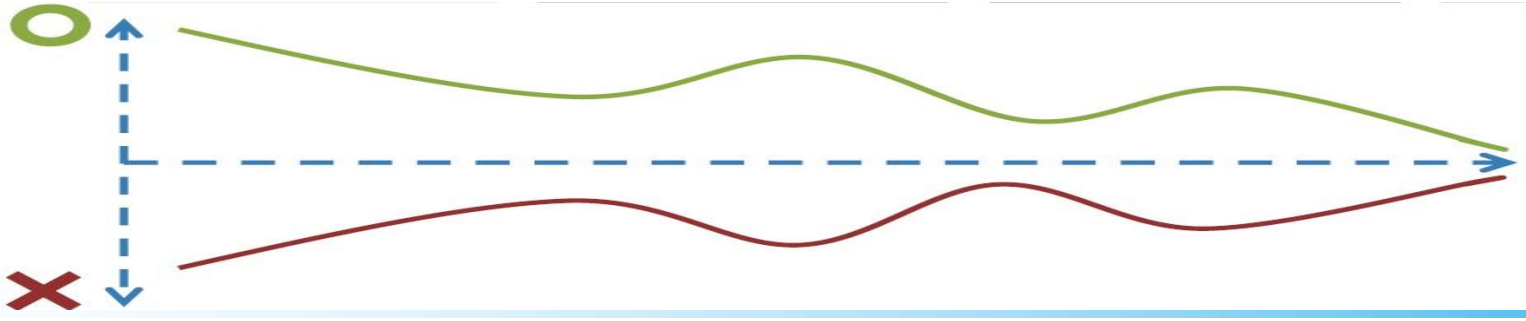
Mind Map

顏色標記
問題分類
問題
建議解法
背景資料
政府回應做法
政府回應困難和限制
補充說明
議題釐清
如何給勞工更好的勞動條件
主要訴求
延伸實務
勞基法是最低標準
特休假不一定休的到
今年起勞工特休假已增加
制定國定假日法
法制位階低
平均仍是兩天假期
全職者占97%其平均工時低於日本
增加全民放假日數
歐洲國家特休假更多
勞動部製作全世界勞動排名
勞動基準法修法常見問答集
紀念日及節日實施辦法-全國法規資料庫入口網站
薪資過低
企業應該轉型
勞工過勞
許多企業不遵守勞基法
勞工沒有談判籌碼
公司改善員工工作環境
加強勞檢
鼓勵遵守勞動法規的企業
落實組工會權力
持續檢討滾動修正
公司盈利回饋到勞工
勞動基準法§84-1-全國法規資料庫入口網站

Divergence and Convergence of Idea Lows

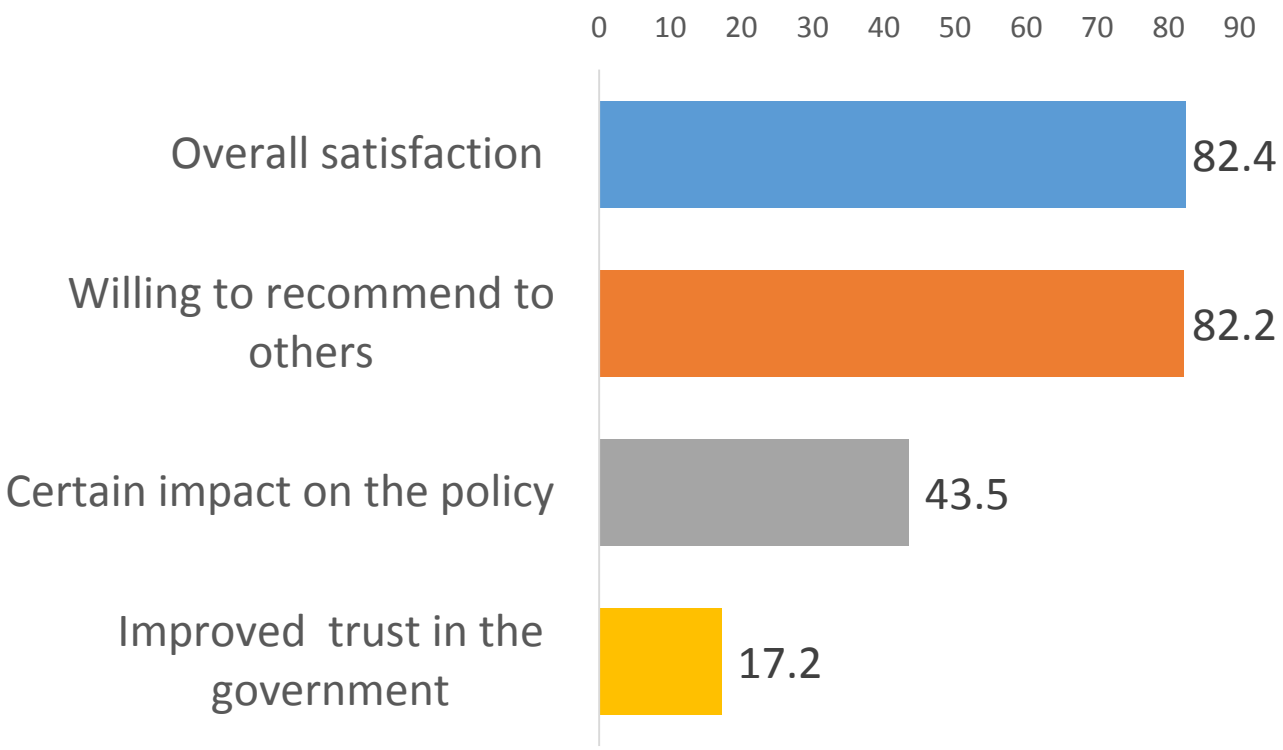


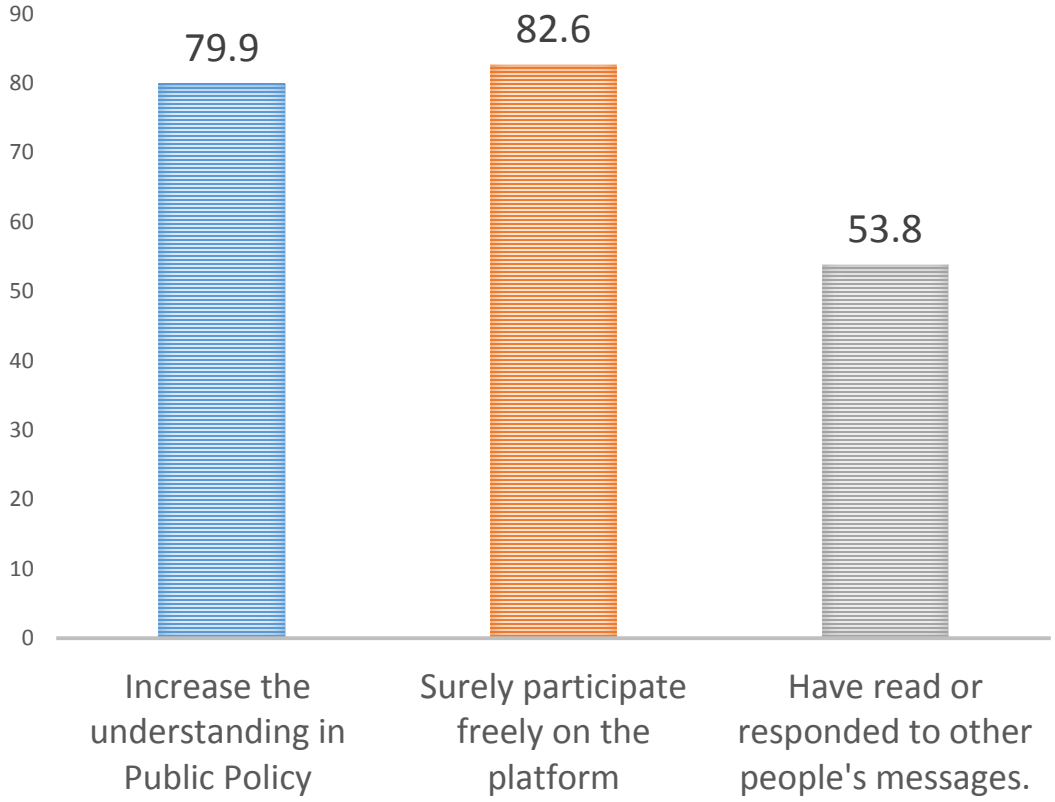
Mini Hackathons on Wednesdays & Occasional Internal Meetings



The satisfaction survey of the Online Participation in Public Policy

- In order to understand the satisfaction of the Online Participation in Public Policy, the Council conducted a survey from September to October of 2017 and completed 1,861 valid samples. The survey summary is as follows:





Conclusion

More open

More transparent

More participation

The Participation Officers Network and how they build multi-stakeholder collaboration workshops

Ming-Fen Chuang

Deputy Director

2018.10.30

Online Participation in Public Policy

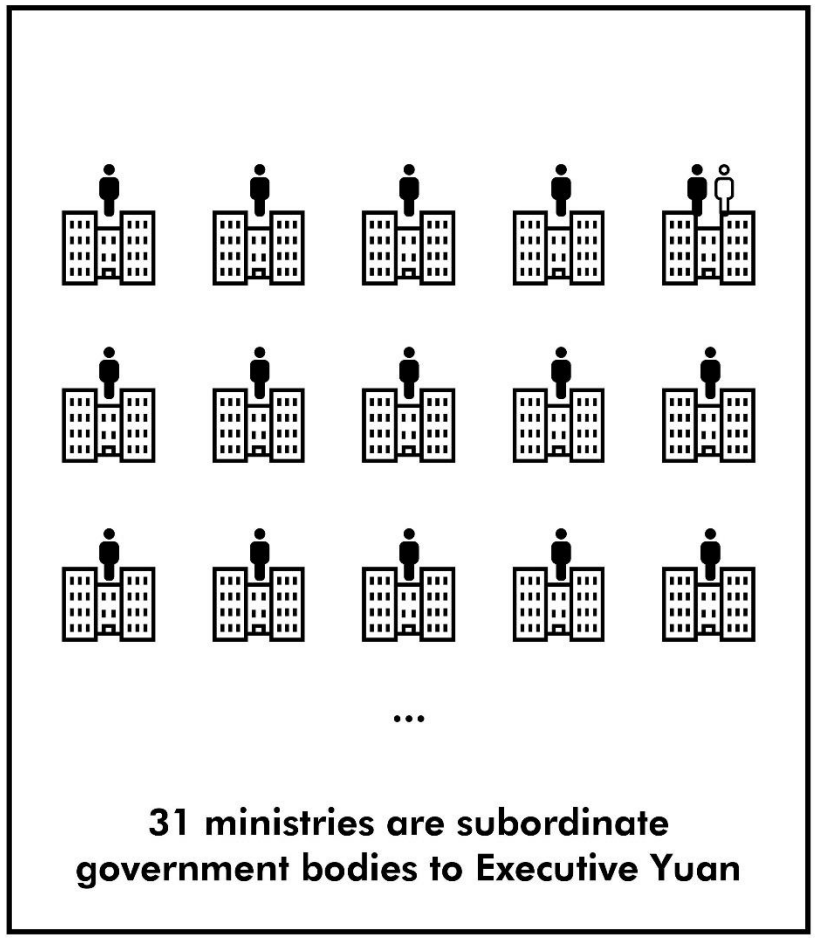
Proposals
Initiated by people and collecting people's wisdom
2015.9.10

Consultation on Policy and Draft Laws & Regulations
2015.2.10
Consulting for opinions before policy promulgation

Participatory Budgeting
2018.2.2

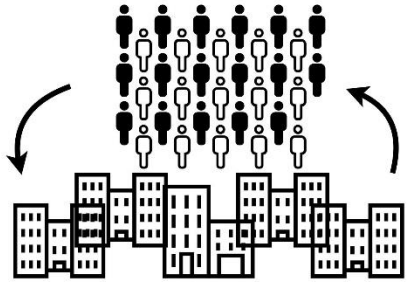
Department Director's Mailbox
Connecting the mailboxes of all department leaders to reflect opinions
2015.2.10

Monitor Projects
2017.3.31
Projects can be supervised by public



PO are directly and fully authorized by CIO in their ministry

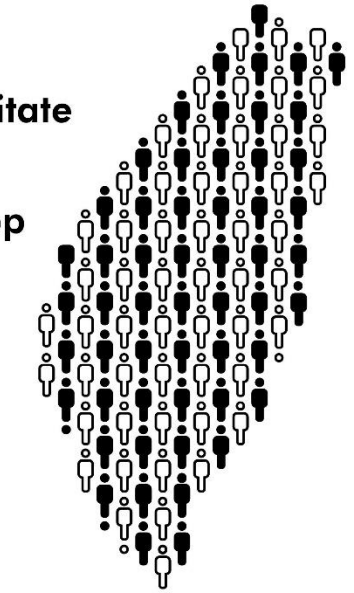
Participation Officers' Network



record, paraphrase, facilitate

collaboration workshop

Taiwanese Citizens



PDIS supports, trains and authorizes the PO network

We would like to make the policy-making process more open, transparent, participative, accountable, and inclusive.

Who should be included in the Multi-stakeholder Collaboration Workshop?

- Service providers.
- Policy makers.
- End users.
- Experts.
- Organisations.
- Companies.

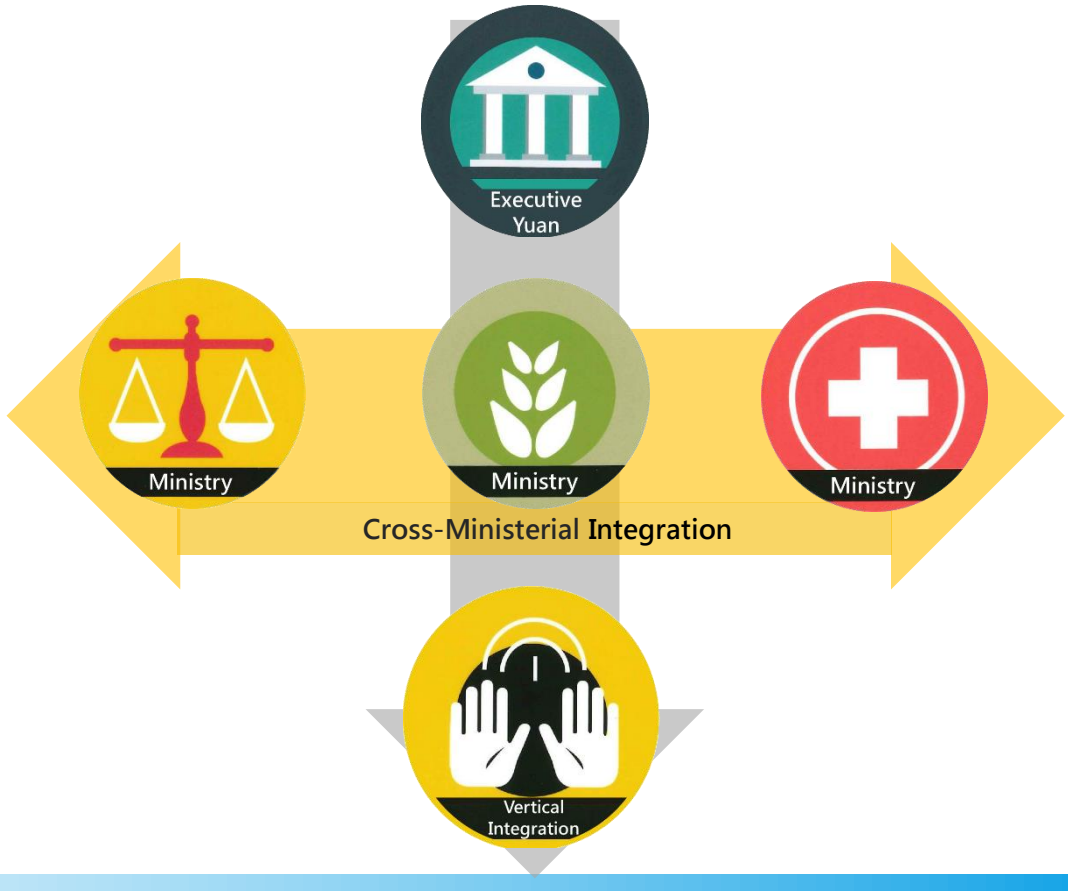
Steps	Old Process	New Process
1	Policy	Users
2	Process	Service
3	System	System Development
4	Maintenance	Policy Check
5	Regulation	Regulation
6	Users	Maintenance
7	Stasis	Feedback

Source: http://mikebracken.com/blog/the-strategy-is-delivery-again

Regulations about The Online Participation in Public Policy

Directions for Implementing the Role of Participation Officers in the Executive Yuan and Subordinate Agencies

In order to standardize the implementation of the open government network mechanism (Participation Officers, PO) by the Executive Yuan and its affiliates, implement the concept of an open government and establish the trusted partnership between the government and society.



Case Study 1:
Online Income Tax System Re-design

Every month, Participation Officers bring topics they feel needed to be discussed to the table.

報稅軟體難用到爆炸

0

提議內容或建議事項

1. 每年要報稅的時候，使用報稅軟體都很頭大。
不清楚的指示、難用的介面、不知所云的流程，不知道浪費民眾多少的時間在理解這個難用的系統，又有多少客服人員每年都要回答一樣的問題。

利益與影響

把報稅軟體修改的比較好懂，比較多人用，比較少人提出問題去煩稅務人員，或是單純一點讓繳稅的心情比較愉快一點，多一點使用者體驗設計，不好嗎?

權責機關 內政部 金融監督管理委員會 財政部

chy 3月前

各位網路上的朋友大家好，非常感謝您撥冗提供相關的意見給我們！

財政部聽到大家的聲音了，並於今(3)日發布「財政部財政資訊中心報稅軟體之改進說明」新聞稿乙則，內容如下：

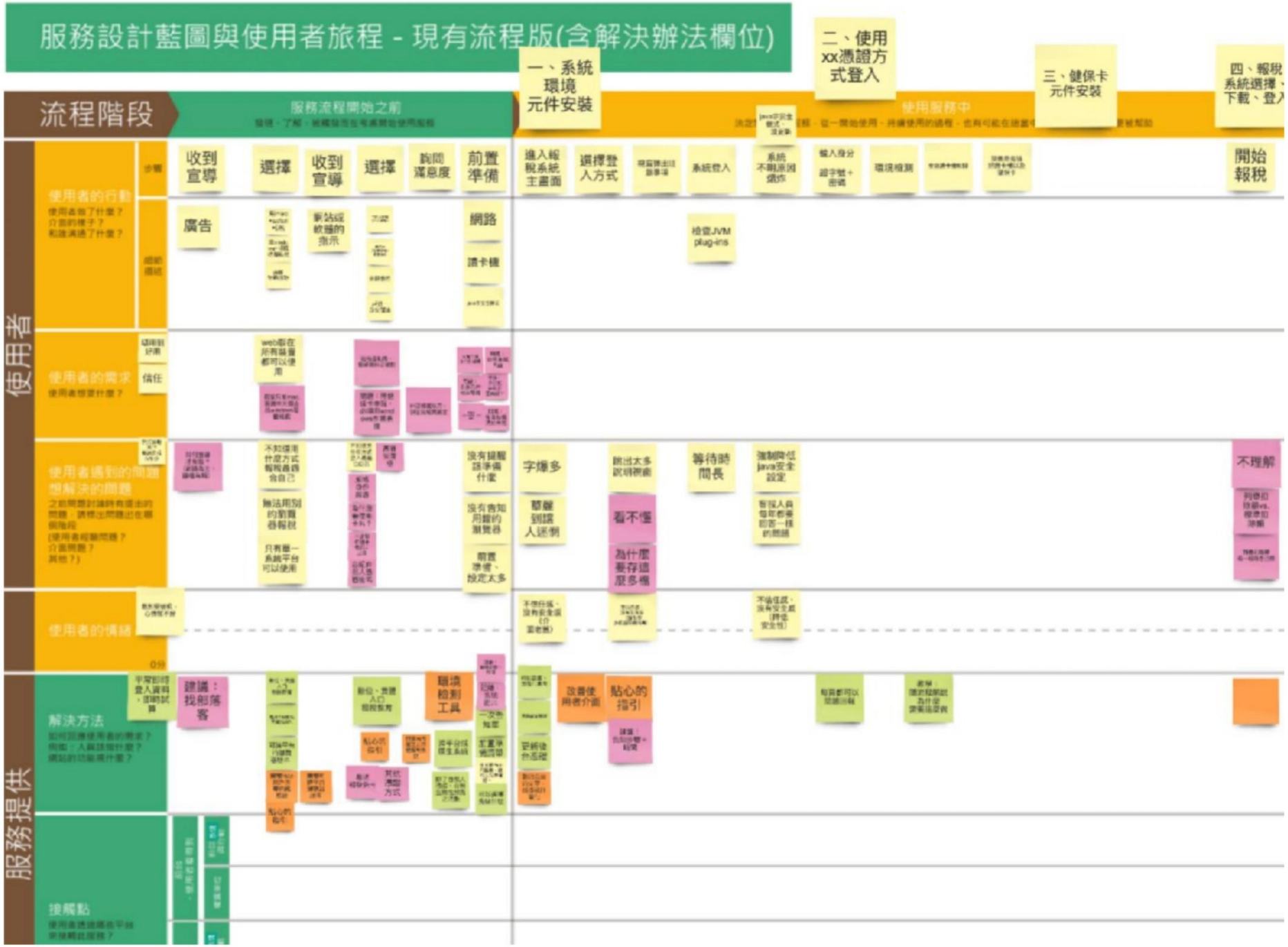
Audrey Tang (唐鳳) Ellery Cheng • 3月前

我是數位政委 XD 科技政委是吳政忠老師。今天和財政部的 PO 討論過了，下周會和跨部會的 PO 來處理接下來可以如何改善。

PO Network conducts collaboration workshops with diverse stakeholders.

End users/Petitioners
Designers
IT strategists
Frontline staff
Outsourced IT company
Civil servants from Ministry of Finance
Civil servants from Financial Data Centre
Civil servants from Taxation Administration
Staff from Public Digital Innovation Space

A closer look at the workshop.


服務設計藍圖與使用者旅程 - 現有流程版(含解決辦法欄位)
一、系統環境元件安裝
二、使用xx憑證方式登入
三、健保卡元件安裝
四、報稅系統選擇、下載、登入
流程階段
服務流程開始之前
使用服務中
使用者
使用者的行動
使用者的需求
使用者遇到的問題
使用者的情緒
服務提供
解決方法
接觸點
收到宣導
選擇
收到宣導
選擇
詢問滿意度
前置準備
進入報稅系統主畫面
選擇登入方式
系統登入
系統不明原因爛炸
環境檢測
開始報稅
廣告
網路
檢查JVM plug-ins
不理解
字爆多
看不懂
等待時間長
建議：找部落客
環境檢測工具
貼心的指引

The usability testing process.

Eventually, stakeholders co-created the Online Income Tax System to be launched in 2018.

Idea development

第2組
報稅避免中的困難

概念發展單v.1

Edited by Fang-Jui Chang in 2017

Source: https://assets.publishing.service.gov.uk/media/5791ff0ce5274a0da9000140/Idea_development_sheet_.pdf

一、這次的問題與挑戰是什麼？

主要的洞見與證據有哪些？

1. 呈現重點不明確
2. 青年報稅者對報稅軟体不信任
3. 存取檔案不順暢

可以透過什麼或設計改變？

1. 透过視覺感观讓使用者了解目前進度与位置及畫面重点
2. 提供3种類型資訊及說明
3. 在資安允許下，減少重覆輸入密碼的次數

請

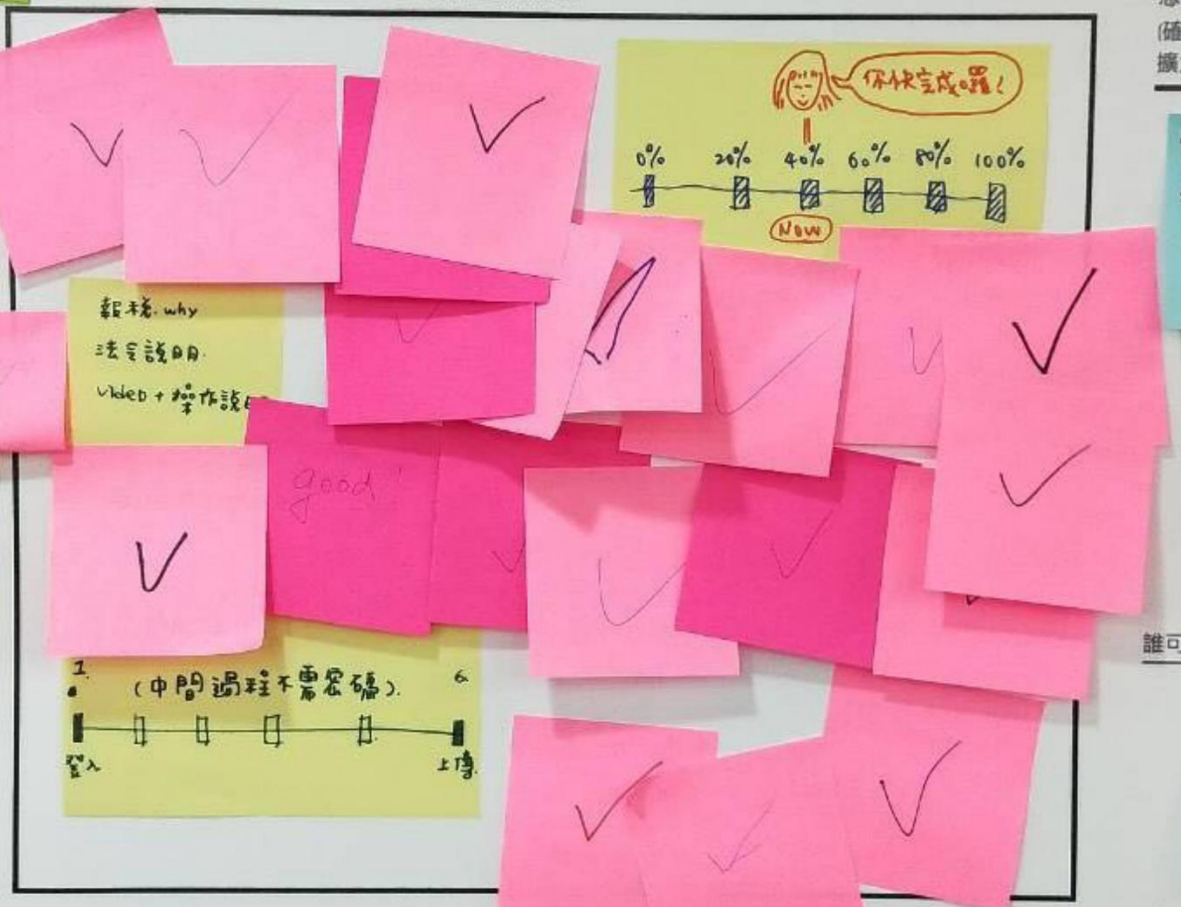
重拾民眾對報稅軟体的信任度

二、請用一句話闡述概念

報稅軟体信任提升（產品/服務）可以提供納稅人更好的体驗（實際解決辦法），讓需要報稅（需求）的民眾

三、請畫出此概念的架構或是情境

製概念能夠幫助您在解說時，讓人更容易聽懂您的想法



四、會遇到的風險和障礙有哪些？

1. 过度減化文件字会造成誤解
2. 自做工

可

1. 依使用者類型提供不同提示
2. 提供誘因、

五、讓概念發展更完整

您會怎麼去測試、擴大這個概念？

(確保概念可以在現實社會實行。從小地方開始，然後擴大並重複。)

依使用者類型測試
動態 + 靜態

誰可以執行此概念？

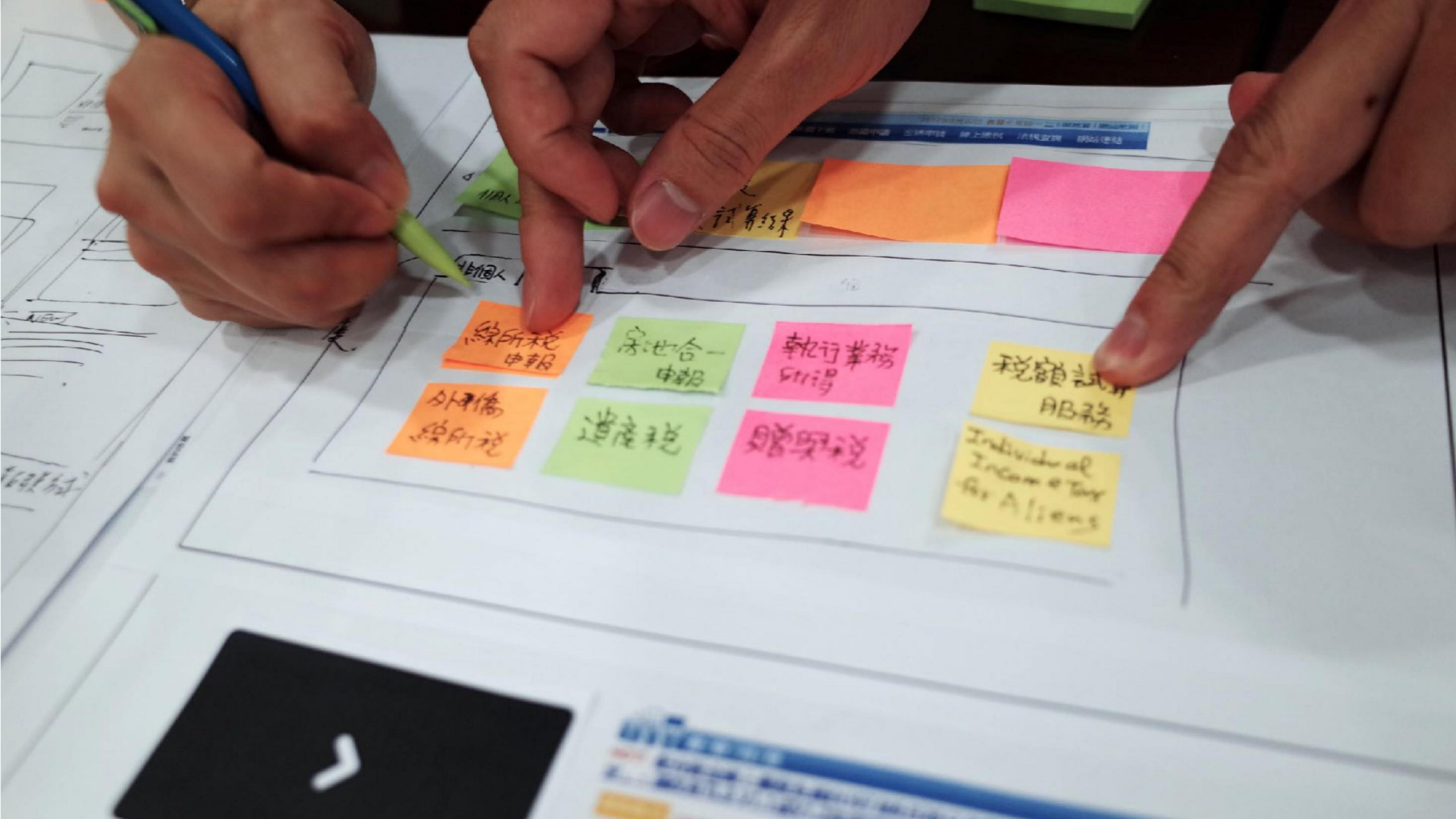
半新鮮人
納稅新鮮人

六、成功的樣貌與狀態？

請具體描述如果這個概念成功了，會是什麼樣子？（例如：短期、長期的收穫各會是什麼？）

您又會怎麼衡量成功與否？

減輕敵


所得税
申告
贈与税

1 | 2 | 標準或列舉扣除額 | 特殊扣除額 | 稅額抵減 | 6 | 7 | 8

標準扣除額：**50,000** 列舉扣除額：**70,000** 系統幫您計算後，採用列舉扣除額比較有利。

捐贈

實際發生金額：**3,000**　可扣除金額：**1,000**

醫療及生育

標準扣除額：**3,000**　列舉扣除額：**1,000**

王小明

標準扣除額：3,000　列舉扣除額：**1,000**　Save

王小華

標準扣除額：**3,000**　列舉扣除額：**1,000**

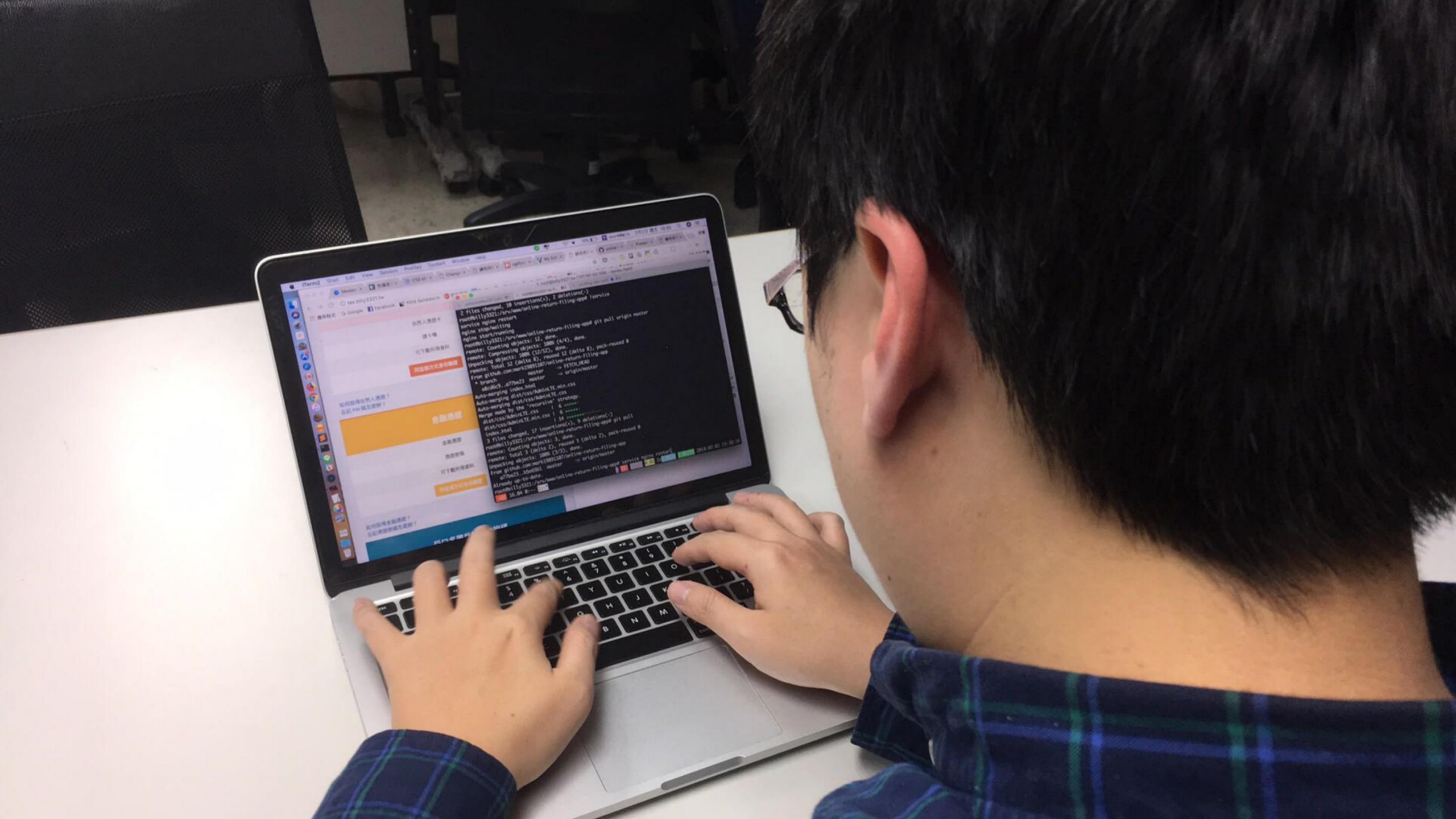
新增一筆資料

人身保險費-非健保

實際發生金額：**3,000**　可扣除金額：**1,000**

人身保險費-健保費

實際發生金額：**3,000**　可扣除金額：**1,000**



They collaboratively delivered a new design proposal.

PO Network and multi-stakeholder collaboration workshops create alternatives for civic participation and opportunities for collaboration across the government. People have another option to have a say apart from voting, protesting on the street , creating negative discussion on the internet.

Participation Officer Network

“Most important challenges we have right now are the ones don’t have a singleowner.”

- Bryan Boyer

(Former Strategic Design Lead at Sitra)

Observation #1

Old-school work culture in the government – such as asking for permission – slows down the process.

"For this matter, I need to bring back to my supervisor."

"let me make a call to my supervisor."

Action #1.1

Recruit passionate civil servants and authorize fully.

“Let the ones with power authorize, and the ones with knowledge contribute.”

“Anyone here could help us spread out the news? We are looking for twenty people across ministries and idea on this internal petition platform.”

Action #1.2

Encourage Authorized POs to be brave and ask for help whenever needed.

PDIS

BE BRAVE AND ASK FOR HELP

Summary

❶ Make gentle impact.
❷ Doing is more effective than talking.
❸ Multi-stakeholder governance system creates alternatives for civic participation and opportunities for collaboration across the government.
❹ Embrace evidence.
❺ Change the cultural through empowerment and co-creation.

Encourage civil servants to be innovative and not afraid of failure.
P4
創新甚麼？如何做起？
行政效能產生
民眾服務
改善和增進方針規則及工具
方更清楚的立場與感受
Cultivate the civil society organisations and citizens by raising awareness on public issues and enhancing their capability to participate in public affairs.
P2
Build the trust between citizens and the government
P1
To ease civil servants' work flow
P3
Get buy-in from civil servants
Promoting the cultural of the social innovation.
民意深水區
Promote the value of digital services
P4
Improving the civil service by digital tools and services.
建立有效